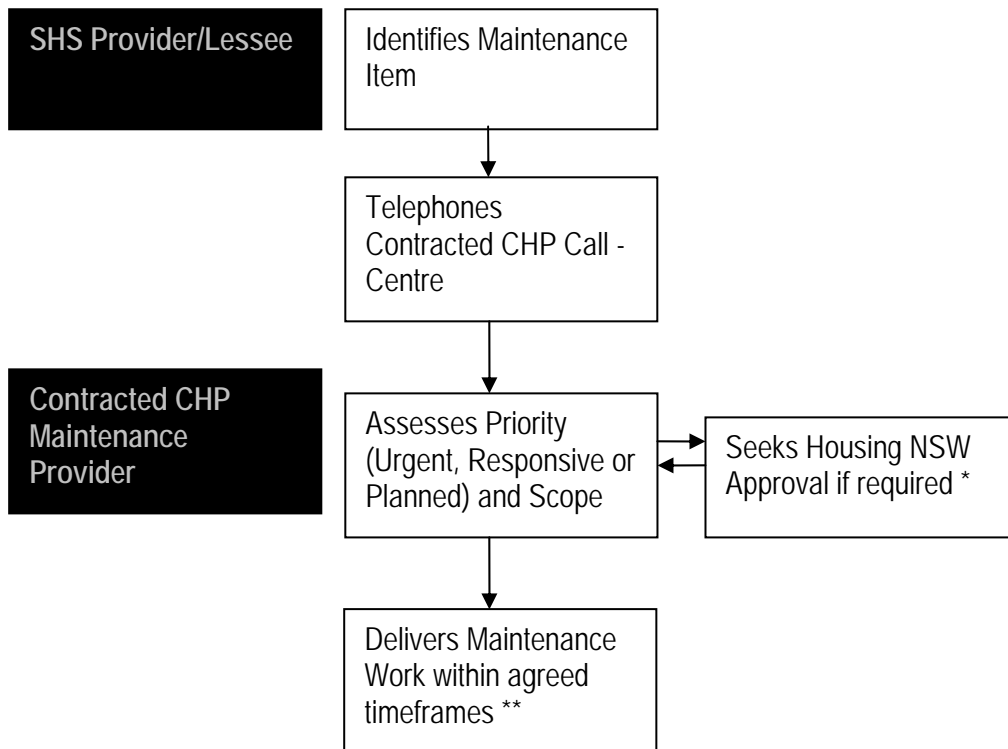


Specialist Homelessness Services New Maintenance Service - Workflow Diagram



NOTES:

* Higher value and complex maintenance items may need Housing NSW approval.

** Response times for Urgent and Priority repairs will be comparable to existing, with non-priority work delivered as part of an annual planned program of work.

Urgent Repairs - within four hours: Includes health, safety and security related emergencies such as electrical danger, gas leakages, significant water loss due to a major water pipe failure, major sewer overflow internal to premises including internal common areas, and significant security threats to the premises and/or persons.

Category 1 Repairs - within 24 hours: Safety or security threats to occupants requiring prompt action.

Category 2 Repairs – within 48 to 72 hours: Situations where there is a functional failure of an essential item or appliance.

Category 3 Repairs – within 20 days: Any responsive repairs not covered in the preceding categories.